



Maine Department of Health and Human Services

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Procedure for Enrolling HIPAA Compliant EDI Billing Providers, Billing Services and Clearinghouses

Initial Roll Out – Current EMC Submitters

1.	The Customer Services Provider Enrollment Unit (PEU) will send HIPAA EDI Enrollment Notification letter to billing providers, billing services and clearinghouses (applicants that are <u>scheduled</u> for testing) informing them of the Registration Packet required for HIPAA EDI validation to production. Applicants will be instructed to download these documents from the website.
2.	PEU will ensure that the applicant submits the required Registration Form and two (2) copies of the Trading Partner Agreements.
3.	The PEU will be responsible for communicating with the applicant if the forms are not completed properly.
4.	When properly completed registration forms are received, the PEU will then make any necessary data entry into MECMS and forward a copy of the HIPAA EDI Registration form to the MaineCare HIPAA EDI Registration Support Team. (RST)
5.	The HIPAA RST will then decide whether or not profiles and/or associations are needed and, if so, will Forward information to the Office of Information Technology (OIT) Momentum.
6.	OIT will notify the HIPAA TST when the required EDI Momentum profiles/associations have been completed.
7.	The HIPAA RST will contact the applicant to schedule testing date and will provide with specific testing instructions.
8.	Once validation is achieved, the HIPAA RST will advise the applicant that they have passed and that an official letter will be forwarded from PEU approving their transaction submissions to production.
9.	The HIPAA RST will activate the applicant for production and will notify PEU that applicant has been approved for production.
10.	PEU will send the official Acceptance Letter to the applicant. Any additional instructions on how to submit production claims will be included.
11.	Telephone inquiries about how to complete forms and about HIPAA EDI enrollment status should be directed to the PEU unit, as the only involvement OIT has with HIPAA EDI enrollments is the creation of profiles and testing the file for approval to production.
12.	PEU and OIT staff will be informed about HIPAA EDI enrollment procedures to ensure that they will be able to field process questions appropriately. Frequently Asked Questions (FAQ's) will be developed and posted on the web for additional reference.
13.	<p>The HIPAA TST is established to assist applicants throughout the testing and approval process.</p> <p>Specific HIPAA EDI Registration Support Team Call Management</p> <ul style="list-style-type: none"> Applicants are instructed to call (207) 287-1783 for direct contact with the HIPAA EDI Registration Support Team. All applicants will be monitored throughout the testing process until a passing 997 is generated. The HIPAA EDI Registration Support Team staff will attempt to resolve calls within two (2) hours of assignment. Some questions may take longer to answer depending on their complexity. The following calls are appropriate for the HIPAA EDI Registration Support Team: <ul style="list-style-type: none"> What is the status of my testing? I am having trouble transmitting the file and need help. I sent a file and did not receive a transfer acknowledgement. My user ID or password does not work. I do not know how to get my files off of the server. I received an error on my acknowledgement and do not know what to do with it. All other call regarding claims should be directed to the Customer Services Unit at (800) 321-5557.